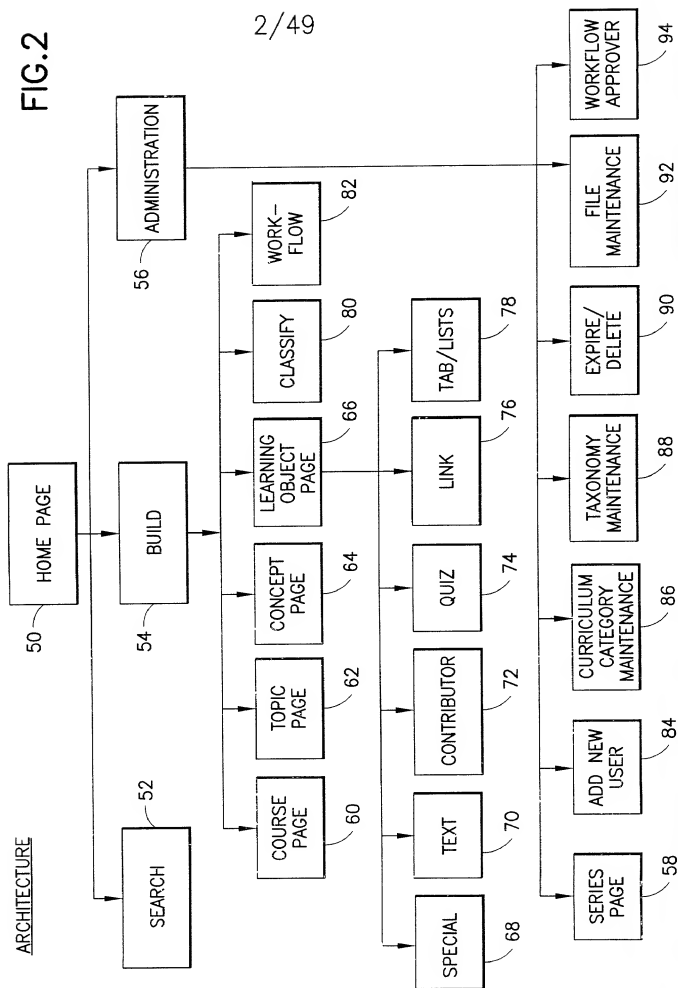


FIG.1

ARCHITECTURE

FIG. 2



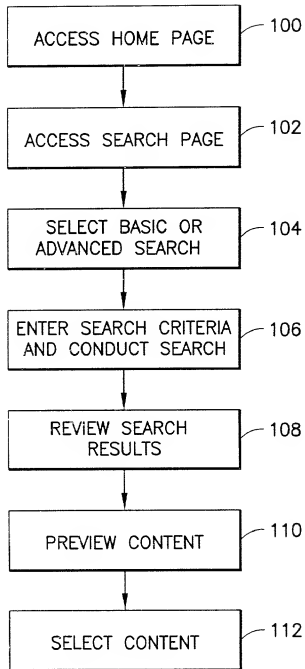


FIG.3

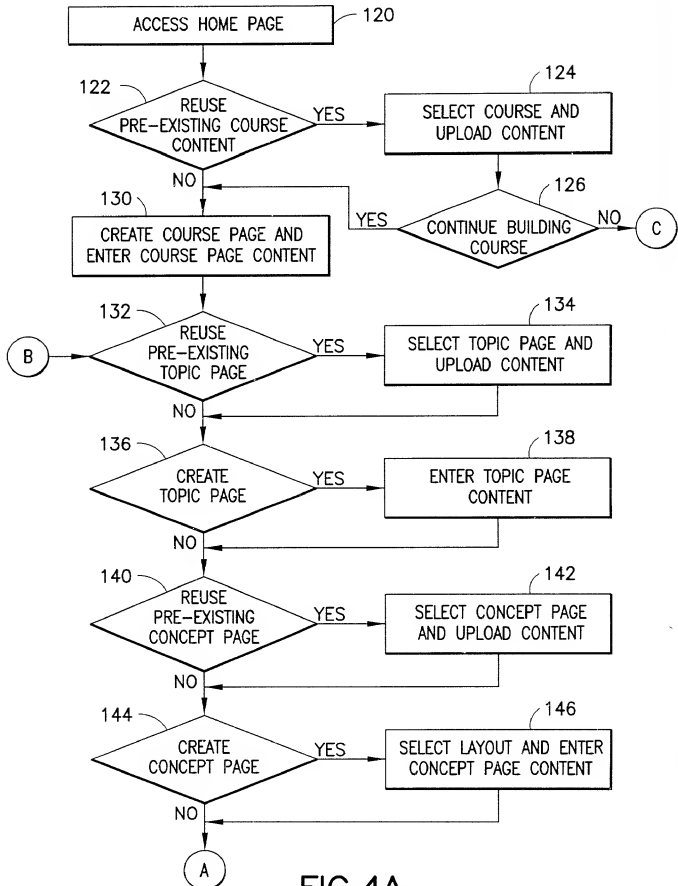


FIG.4A

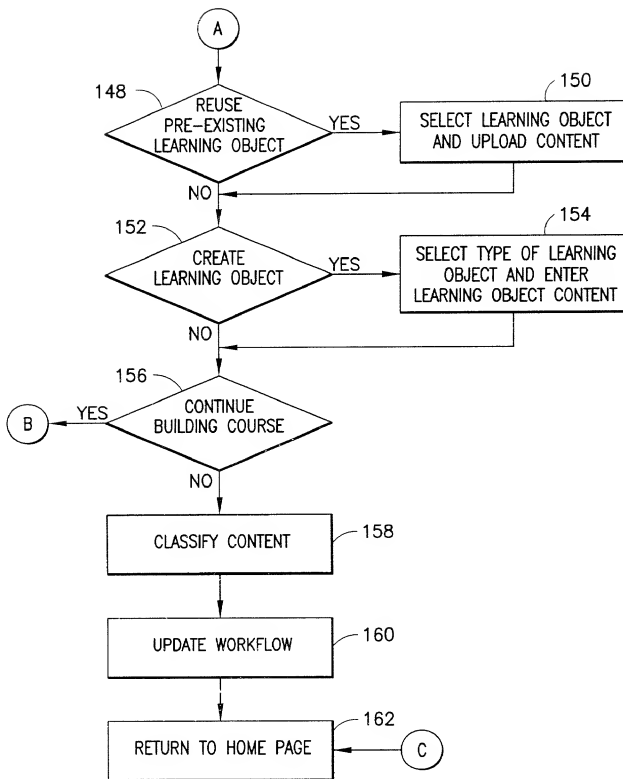


FIG.4B

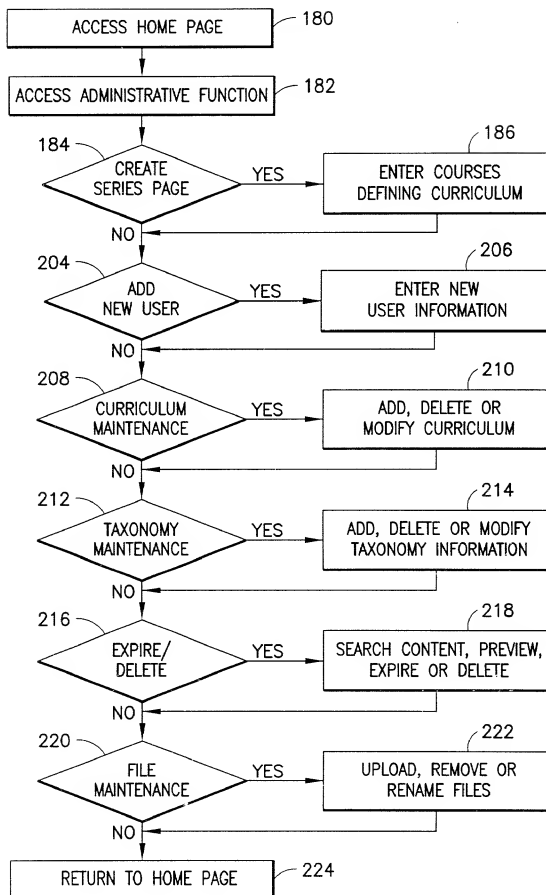


FIG.5

519 520 500

Learning Network Content Management System - Microsoft Internet Explorer

Learning Network Content Management System

Home Search

Users Curriculum Taxonomy Search/Expire Files

850 Name: Marc Faulk 858

Role: Author 854

Curriculum: FA 852

Business Unit: USPC 526

Create New Content 502

Title	Type	Modified	Workflow	Create By	Modified By	Maintenance	Included In	Comments
Holland Test Course	Course	7/26/01	Development	Christopher Holland	Christopher Holland	1/14/02	View	Comments
7-26 check	Course	7/26/01	Development	Elizabeth Moriarty	Elizabeth Moriarty	1/22/02	View	Comments
Designation and Titles	Course	7/26/01	Development	Lauren Cottrell	Christopher Holland	1/22/02	View	Comments
Reading Room	Course	7/26/01	Development	Lauren Cottrell	Lauren Cottrell	1/19/02	View	Comments

Log Out

FIG. 6A

FIG. 6B






























<u>DELETE Service Conversations</u> 	Course	7/25/01	Development	ROSANNA NINNES	ROSANNA NINNES	1/21/02	View	Comments
<u>DELETE Service Conversations</u> 	Course	7/25/01	Development	ROSANNA NINNES	ROSANNA NINNES	1/21/02	View	Comments
<u>Retirement Plans</u> 	Course	7/25/01	Development	Marc Faulk	Marc Faulk	10/28/01	View	Comments
<u>Retirement Plans</u> 	Course	7/25/01	Producer QA	KAREN A MINEO	KAREN A MINEO	1/21/02	View	Comments
<u>Retirement Plans</u> 	Course	7/25/01	Producer QA	REBECCA ADE	REBECCA ADE	1/21/02	View	Comments
<u>Retirement Plans</u> 	Course	7/25/01	Producer QA	KAREN G VANHOY	KAREN G VANHOY	1/21/02	View	Comments
<u>Retirement Plans</u> 	Course	7/25/01	Development	SUSAN ROGERS	SUSAN ROGERS	1/21/02	View	Comments
                    								
						 Local Internet		

FIG.6B

9/49

530

Learning Network Content Management System— Microsoft Internet Explorer

Learning Network Content Management System

Home Search Log Out

User Curriculum Taxonomy Search/Expire Files

SEARCH 534 Basic 542 Advanced

Content Name:

Search Keyword:

Date Range: ☐ Last 30 days From: 6 30 / 2001

536 540 To: 7 30 / 2001

Business unit

All ☐ 538

USPC

ANN M. PISCITELLI
BRIDGET LYNCH
CAROLYN E. LACH
Chris Gretton
CHRISTOPHER JAEGER
Christopher Holland

Results Preferences

Save Preferences

Restore Default

Results Per Page: 10

Quick Search

558

Done Local Internet

FIG. 7A

532

Learning Network Content Management System- Microsoft Internet Explorer

Learning Network Content Management System

Home Search Users Curriculum Taxonomy Search/Expire Files Log Out

Content Level

☒ All Levels
☐ Series
☐ Course
☐ Topic
☐ Concept Page

☐ Learning Object (All)
☐ Text
☐ Contributor
 First Name:
 Last Name:
☐ Quiz
☐ Link
☐ Tabs/Lists
☐ Special

☐ Include context objects

546

Select Curriculum Taxonomy:

Select Subject Area Below

544

FIG.7B-1

FIG.7B-2

FIG.7B

FIG.7B-1

☒ Select all subject area

<p>548 Competency Level</p> <p><input checked="" type="checkbox"/> All</p> <p><input type="checkbox"/> Basic</p> <p><input type="checkbox"/> Intermediate</p> <p><input type="checkbox"/> Advanced</p>	<p>550 Delivery Type</p> <p><input checked="" type="checkbox"/> All</p> <p><input type="checkbox"/> Web-based</p> <p><input type="checkbox"/> CD-ROM</p> <p><input type="checkbox"/> Video-Tape</p> <p><input type="checkbox"/> Virtual</p> <p>Classroom</p> <p><input type="checkbox"/> Print</p>	<p>552 Instructional</p> <p><input checked="" type="checkbox"/> All</p> <p><input type="checkbox"/> Activity</p> <p><input type="checkbox"/> Assessment</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Resource</p>	<p>554 Source</p> <p><input checked="" type="checkbox"/> All</p> <p><input type="checkbox"/> Internal</p> <p><input type="checkbox"/> External</p>	<p>556 Region/Country</p> <p><input checked="" type="checkbox"/> All</p> <p><input type="checkbox"/> USA</p> <p><input type="checkbox"/> International</p>
--	--	---	--	--

558

☒ Done

FIG.7B-2

562

Learning Network Content Management System— Microsoft Internet Explorer

Learning Network Content Management System

Home Search Users Curriculum Taxonomy Search/Expire Files Log Out

SEARCH RESULTS

<< Return to Search

564 Results Returned: 1351 566 570 572 574 Results : 1-10 Next 10 Results >>

Name	Type	Business Unit	Author	Status	View Content	Comments	Open
"G. Ronald Smith"	Learning Object		GAYLE M WALDON	Development	<u>Preview</u>	None	<u>Open</u>
...	Topic		Sharon Gargano	Development	<u>Preview</u>	None	<u>Open</u>
...	Concept Page		Sharon Gargano	Development	<u>Preview</u>	None	<u>Open</u>

576

FIG.7C-1

FIG.7C-2

FIG.7C-1


FIG.7C

...	-Tabs	Learning Object	Sharon Gargano	Development	Preview	None	Open
...	-Text	Learning Object	Sharon Gargano	Development	Preview	None	Open
////		Course	Sharon Gargano	Development	Preview	None	Open
401(k)	Plans-Text	Learning Object	Jim Vernon	Development	Preview	None	Open
401(k)	Plans-Text	Learning Object	Kevin Mills	Development	Preview	None	Open
403 (b)		Learning Object	HELEN N OBAZE	Development	Preview	None	Open
403 (b)		Concept Page	Dave Gardea	Development	Preview	None	Open
Results Returned: 1351		Results : 1-10		Next 10 Results >>			
Done						Local Internet	

FIG.7C-2

580

Preview:



584

Alt Text:

Description:

582

Select

Send Request

Upload File

Save

Images

Learning Objects

Bid Object

John Jones

Joe Jones

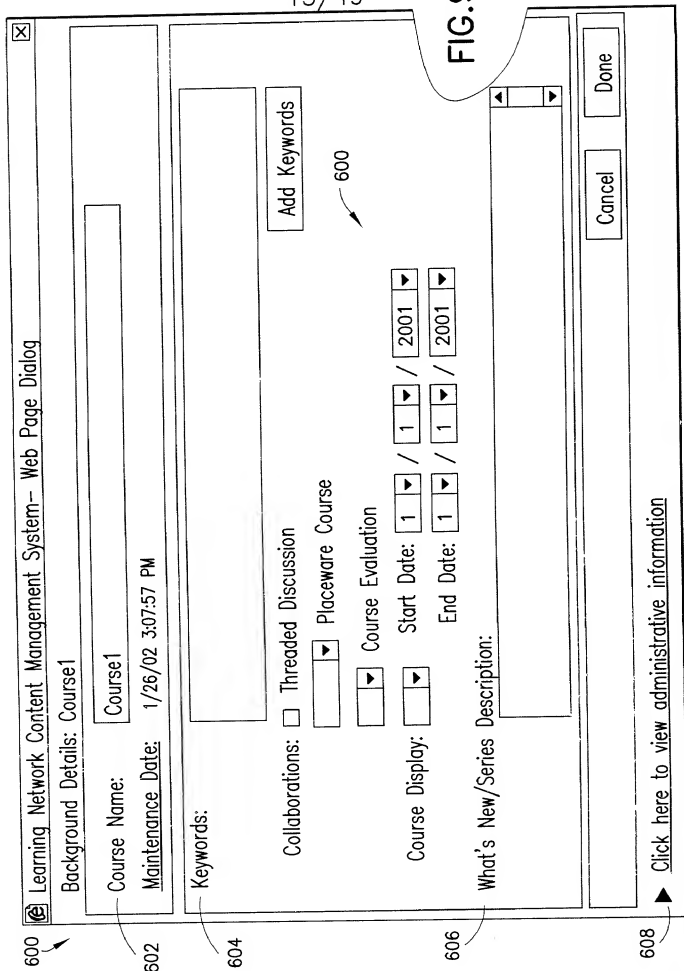
Files


PDFs

PDF File 1

PDF File 2

FIG.8



 Learning Network Content Management System— Web Page Dialog

To begin creating a new course, you must select a Course Page Template. Click on the appropriate Course Page Template icon from the following list and click Done to make your selection. To reuse an already existing course, click Reuse

Name: Enter the Course Name

Course





624

Select Template Later

(Click Done to Continue)

Template Description: Select Template Later

Course Page Templates

-  Select Template Later
-  Text Only
-  Text With Graphics
- 

Reuse Cancel Done

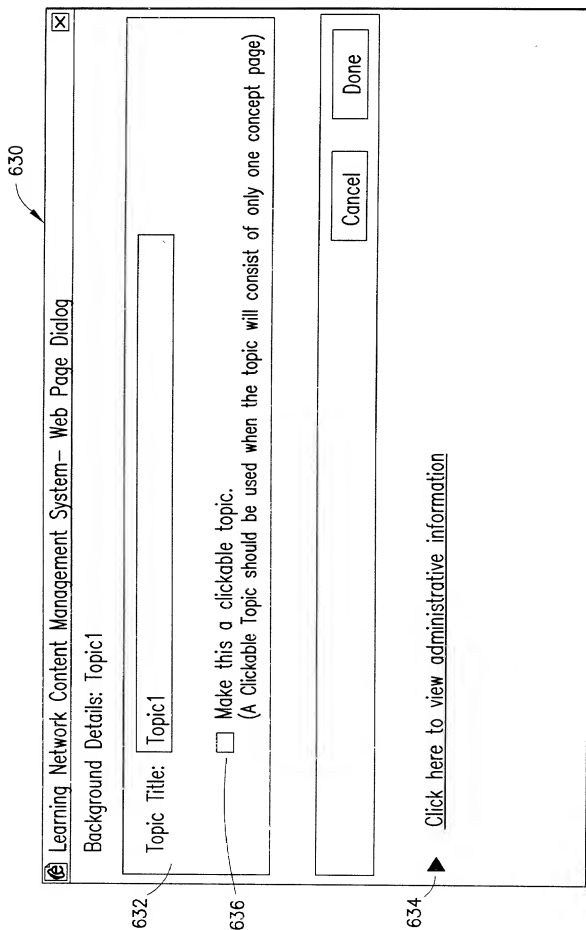


FIG. 11

650

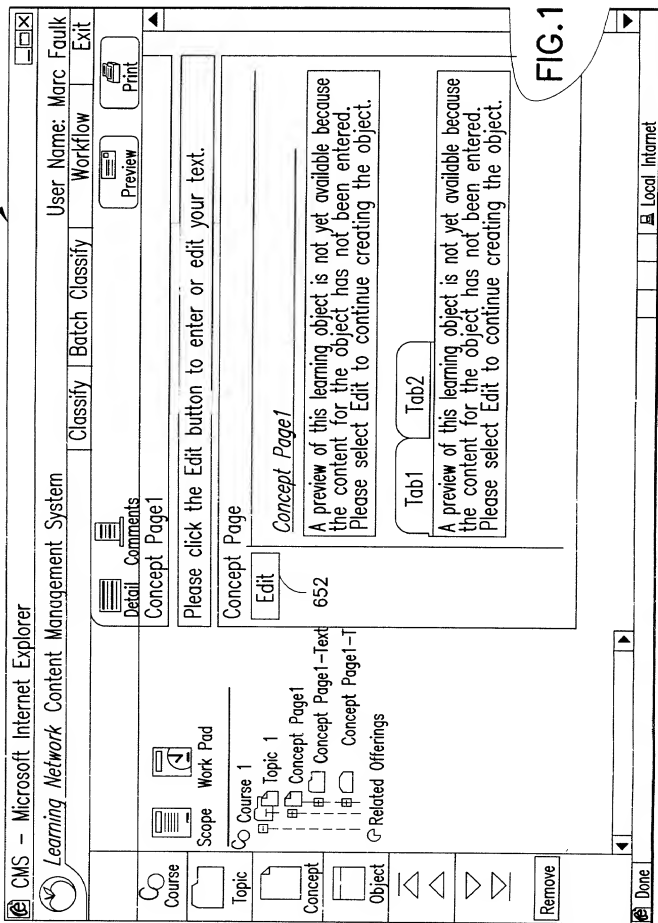



FIG. 12A


690

 Learning Network Content Management System— Web Page Dialog


To create a new concept page, you must select a concept page template. Click on one of the concept page templates displayed below and click Done to make your selection. To reuse a concept page, click Reuse

Name: Enter the concept page name


Concept Page Templates




Select Template Later



Text



Text With Contributor



Contributor

Select Template Later

694

(Click Done to Continue)

Template Description: Select Style Later

20/49

FIG.12C

692

Learning Network Content Management System - Web Page Dialog

☒ Special Object ☐ Object Name Concept Page2-Special
☐ This is a context object

Request Details Fast Finder

To request a producer's assistance for this object, use the field below to describe the object and what you would like to create. Use this space to provide any information you feel would be useful to the producer in creating this object.

Date

710




FIG.13B

Cancel Submit

Learning Network Content Management System— Web Page Dialog

Contributor Object Name Concept Page2—Contribu

☐ This is a context object

Audio Bio Key Learning Points Fast Finder

To add an audio file, click Add Audio and select the appropriate audio file from your media files or the general media files folder.

Audio File Name:

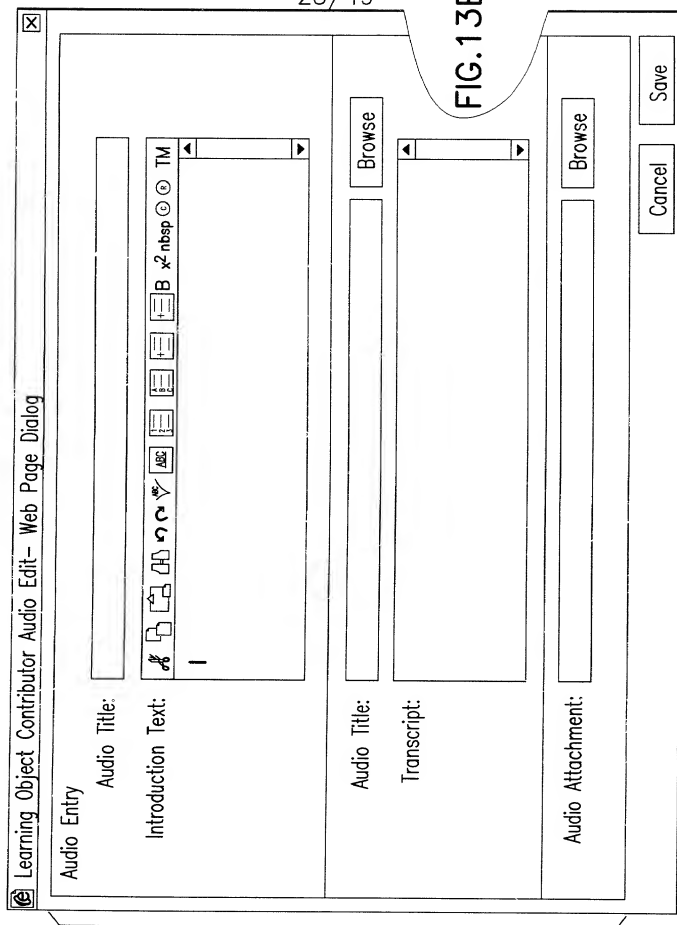
723 Add An Audio

722

FIG. 13D

Cancel Submit

721



Learning Network Content Management System— Web Page Dialog

Contributor 725 Object Name Concept Page2—Contribu
☐ This is a context object

Audio Bio Key Learning Points Fast Finder

To select a contributor's bio from the data base, select Browse.

Bio information:


Browse

Cancel Submit

726

FIG. 13F
















Learning Network Content Management System— Web Page Dialog



Contributor  Object Name Concept Page—Contribute

723A ☐ This is a context object


Audio Bio Key Learning Points Fast Finder

Enter the key learning points for this contributor object in the field below.


 

Learning Network Content Management System- Web Page Dialog

Contributor  Object Name ☐ This is a context object

Audio Key Learning Points 728

Select the Fast Finder type for this object from the list below and assign the appropriate keywords.

Fast Finder Type 

Keywords

Assign Keywords


Cancel Submit

FIG.13H

729

730

Learning Network Content Management System- Web Page Dialog

Link 

Object Name

☐ This is a context object

Link Entry Introduction Fast Finder

Click Add a Link to enter information about the course or site you would like to link to.

732 Add a Link

731

Cancel Submit

FIG.131

Learning Network Content Management System— Web Page Dialog

Link Concept Page—Link
☐ This is a context object

Link Entry Introduction Fast Finder 736

If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.

Fast Finder Type 737
Keywords 738

Assign Keywords

Cancel Submit

FIG. 13K

Learning Network Content Management System- Web Page Dialog

Quiz

Object Name

☐ This is a context object

Introduction

Questions

Summary

Fast Finder

If you would like to have introductory text appear before the quiz questions, enter the introduction in the field below.

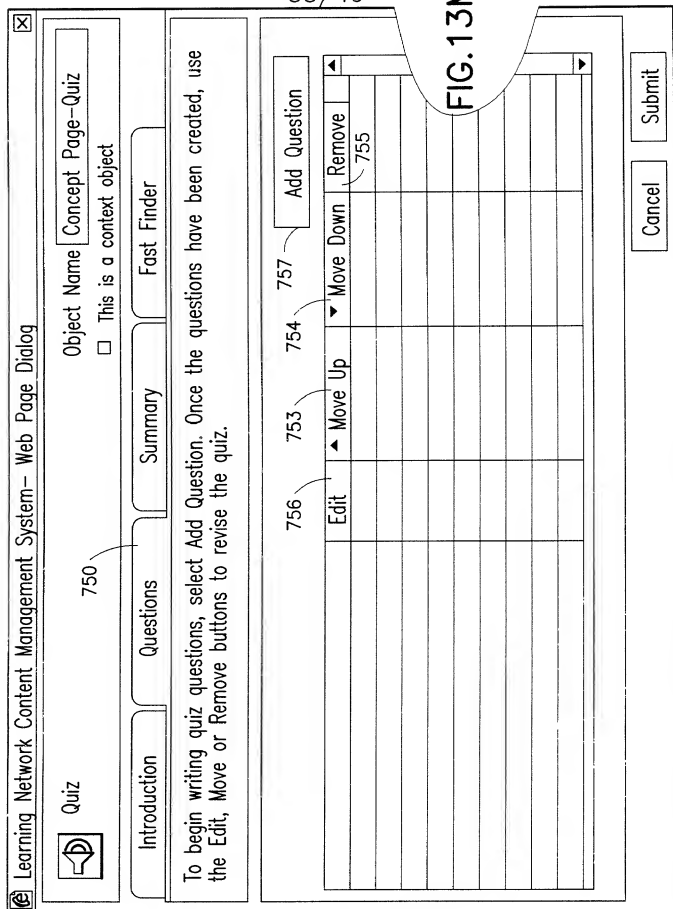
Introduction

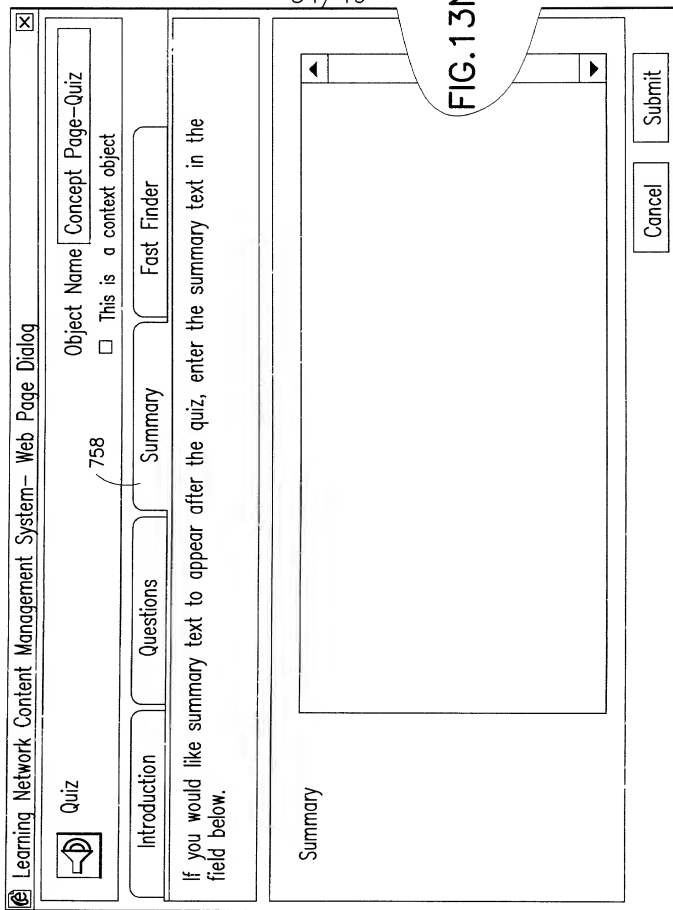
|

748


746

FIG.13L





Learning Network Content Management System— Web Page Dialog

Quiz  Object Name 760

☐ This is a context object

Introduction Questions Summary Fast Finder

If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.

Fast Finder Type 761

Keywords

Assign Keywords

Cancel Submit

FIG. 130

Learning Object Question Edit- Web Page Dialog

Question	Attachment	Media
Question Type: Question:	Multiple Choice	
Response 1:	<input type="radio"/> Correct Response	
Feedback 1:		

Remove Response

Cancel Save

FIG.13P

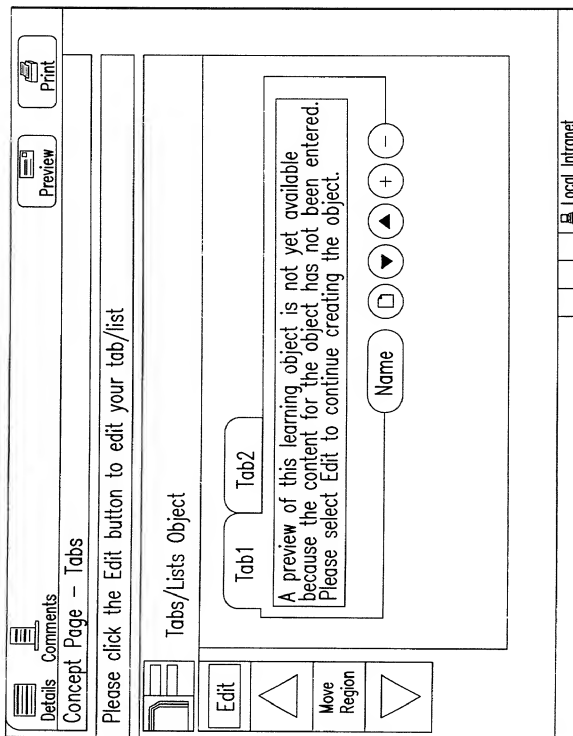


FIG.13R

Learning Network Content Management System— Web Page Dialog

Object Name Concept Page-Tabs

☐ This is a context object

770

Fast Finder

Template

Select or Change Your Tab/List Template Format

772

Template

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Learning Network Content Management System - Web Page Dialog

Object Name Concept Page-Tabs

☐ This is a context object

Fast Finder 774

Template

If this object is a Fast Finder object, select the Fast Finder type from the list below and assign the appropriate keywords.

Fast Finder Type Not Applicable

Keywords

Assign Keywords

Cancel Submit

FIG. 13T

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Learning Network Content Management System— Web Page Dialog


☐ Text Object ☐ Object Name Concept Page-Text

☐ This is a context object

☐ Text ☐ Image ☐ Attachment ☐ Fast Finder

Enter the text for this object in the field below.

Text



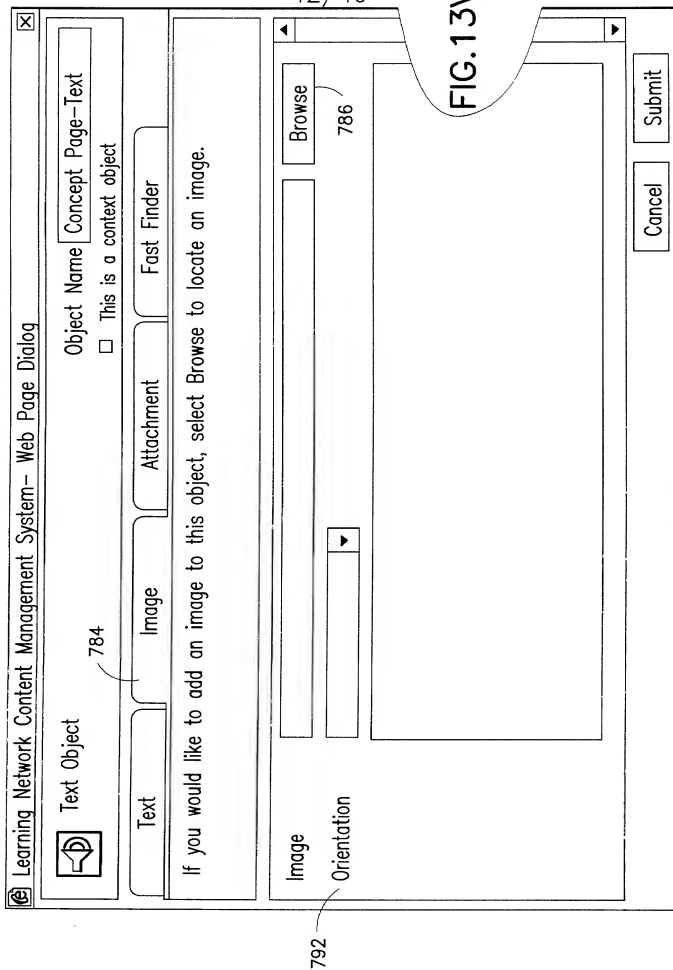
Submit

Cancel

780

782

FIG. 13U



Learning Network Content Management System— Web Page Dialog

Text Object 788 Object Name Concept Page—Text
☐ This is a context object

Text Image Attachment Fast Finder

If you would like to add an attachment to this object, select Browse to locate the attachment.

Attachment 790 Browse

Cancel Submit

FIG. 13W

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Workflow: Service Conversations

The screen below is used to submit content to the next step in the workflow process. Use the drop-down boxes in the column on the right to indicate whether you would like to Submit content for approval. If you select No Action, the component will maintain its current status.

Name	Type	Workflow	Last Action	Review
Service Conversations	Course	Development		No Action
Introduction to Service Standard	Topic	Development		No Action
Service Standard	Concept Page	Development		No Action
What is meant by Service Standard-Text	Learning Object	Development		No Action
Components of Service Standard	Concept Page	Development		No Action
Components of Service Standard-Text	Learning Object	Development		No Action

FIG. 14A

FIG. 14B

FIG. 14A

FIG. 14

Components of Service Standard-Tabs	Learning Object			No Action
Implementing Service Standards	Topic	Development		No Action
Guide to Service Standard Implementation	Concept Page	Development		No Action
Guide to Service Standard Implementation-Text	Learning Object	Development		No Action
Guide to Service Standard Implementation-Tabs	Learning Object			No Action
Service Conversations	Topic	Development		No Action
Conversations that add Value	Concept Page	Development		No Action

FIG.14B

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Learning Network Content Management System - Microsoft Internet Explorer

Learning Network Content Management System

Home Search Users Curriculum Taxonomy Search/Expire Files Log Out

Taxonomy Maintenance

Category 872 Curriculum FA

Select Subject Area for FC Curriculum

Leadership and Personal Development Add Remove Financial Planning Portfolio Management Products and Services Managing Technology Submit

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FIG.15A

FIG.15A

FIG.15

FIG.15B

Curriculum	Core Category	Subject Area
FA	Business	Financial Planning
	Business	Portfolio Management
	Business	Products and Services
	Business	Sales and Marketing
	Business	Wealth Management
FA	Professional Development	Leadership and Personal Development
FA	Technology	Technology

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FIG. 15B

900

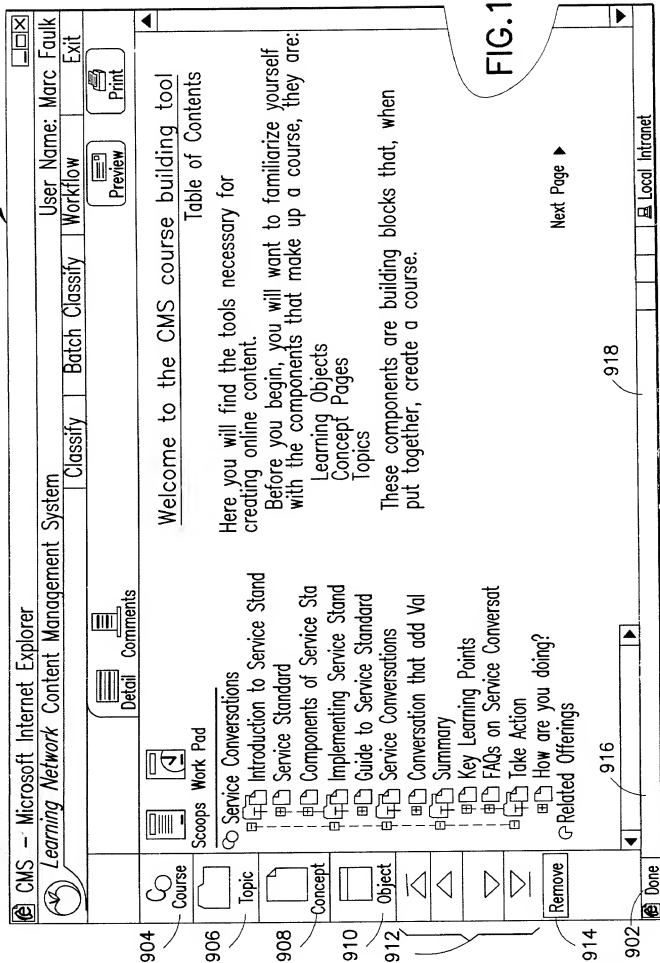


FIG.16